

Project Development Phase

Delivery of Sprint - 3

Date	09 November 2022
Team ID	PNT2022TMID10145
Project Name	AI-based discourse for Banking Industry

Creating Loan Queries

Loan action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'Loan Queries' action. The interface is divided into two main panels. The left panel, titled 'Conversation steps', shows a sequence of steps for handling loan queries. Step 1 is 'what type of loan do you want to take?' with options for 'Home Loan', 'Business Loan', and a '+2' button. Step 2 is '1 is Personal Loan' followed by a description and a 'Go to action: Ending' button. Step 3 is '1 is Home Loan' followed by a description and a 'Go to action: Ending' button. Step 4 is '1 is Business Loan' followed by a description. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start this action. It includes a text input field labeled 'Enter a phrase' and a 'Total: 1' indicator. A 'Preview' button is located at the bottom right of the interface.

Creating General Query Action

General query action is created with the necessary steps.

The screenshot shows the IBM Watson Assistant interface for creating a 'General Query Action'. The interface is divided into two main panels. The left panel, titled 'Conversation steps', shows a single step for handling general queries. Step 1 is '*Do you have any other queries visit branch / call customer care/visit website.' followed by a 'Go to action: Ending' button. The right panel, titled 'Customer starts with:', provides instructions on how to enter phrases that a customer might use to start this action. It includes a text input field labeled 'Example: I want to pay my credit card bill.' and a 'Total: 0' indicator. A 'Preview' button is located at the bottom right of the interface.

Creating Net Banking Action

Net banking action is created with the necessary steps.

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Net Banking

Customer starts with:
net banking

1 total step 0 end steps 0 re-ask steps

Conversation steps

1 - Visit the bank netbanking website, scroll down and click on "Register" - Provide your Customer ID - Verify...

Go to action: Ending

New step +

Customer starts with:

Enter phrases that a customer types or says to start the conversation about a specific topic. These phrases determine the task, problem, or question your customer has.

The more phrases you enter, the better your assistant can recognize what the customer wants.

Enter phrases your customer might use to start this action Total: 1

Enter a phrase

net banking

Preview

In addition to this greeting, end greeting ,index and end actions are also created.

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Actions

Created by you

Set by assistant

Variables

Created by you

Set by assistant

Set by integration

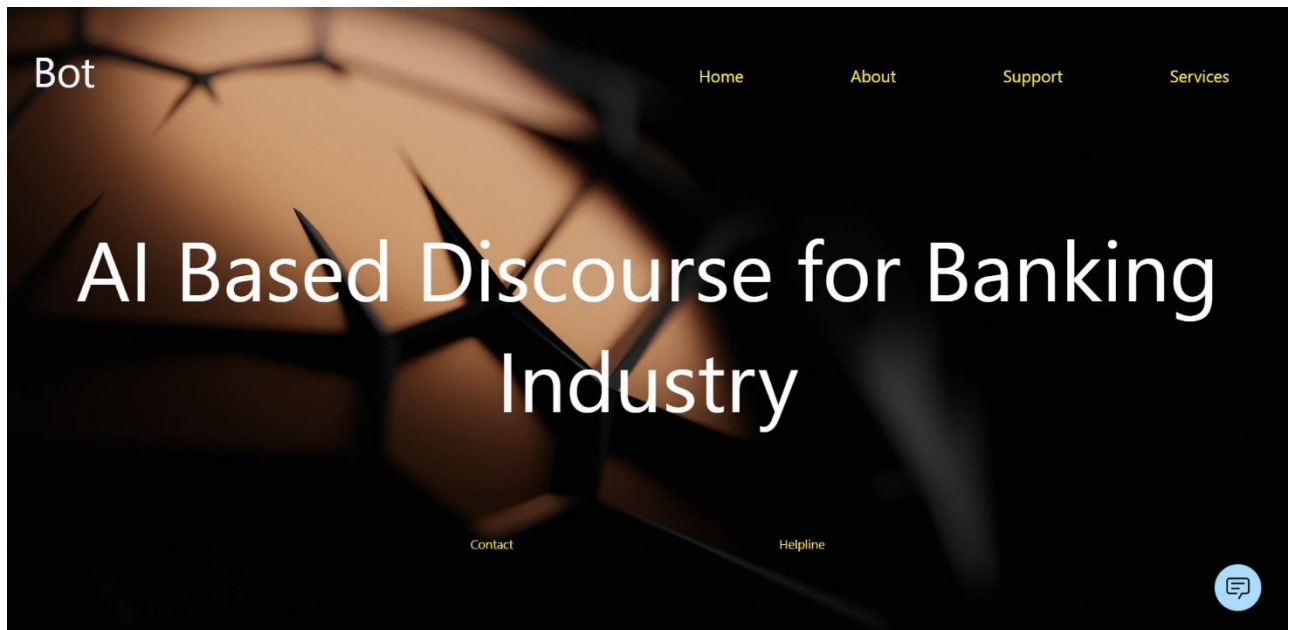
Saved responses

Name	Last edited	Examples Count	Status
Ending	3 days ago	1	✓
Starting	3 days ago	28	✓
Creating Savings account	3 days ago	1	✓
others	2 days ago	0	✓
Creating Current Account	14 hours ago	3	✓
Net Banking	3 days ago	1	✓
Options	2 hours ago	0	✓
Loan Queries	3 days ago	1	✓

Items per page: 50 Showing 1-8 of 8 actions

1 1 of 1 pages

Preview



Note: No code for this project. So, I attached the screenshot and step to build it.